JULY/AUGUST 2008 **Army Project Office**

DEERS/RAPIDS MONTHLY UPDATE

To: Site Security Managers, Super-Verifying Officials, & Verifying Officials

From: Army Project Officer

This is series of monthly DEERS/RAPIDS updates focusing on matters of interest to Army SSM/SVO/VO's.

Department of Defense Volunteers:

The Department of Defense (DoD) has approved a three year pilot program to issue logical access credentials to authorized DoD volunteers. This credential will include the Public Key Infrastructure (PKI) certificates in order to authenticate user's access into DoD networks. Although the August 14, 2008 Memorandum: *Logical Access Credentials for DoD Volunteers (Pilot Program)* is effective immediately, the Department of Army (DA) will develop and disseminate policy procedures for the issuance of these credentials in support of logical access for eligible recipients.

An implementation plan is currently being established, however cannot take place until the Defense Enrollment/Eligibility Reporting System (DEERS)/ Real-time Automated Personnel Identification System (RAPIDS) and Contractor Verification System (CVS) software have been modified and tested. Issuance of the Alternate Logon Token will not occur before January 2009. Please note the attached DoD memorandum. Until further guidance is received, do not attempt to issue credentials to volunteers.

 Further questions may be directed to Mr. Richard Ford; CAC/PKI Plans and Policy (703-325-0704) or Richard.ford@us.army.mil

Non-Appropriated Fund Employees:

 According to the Defense Manpower Data Center (DMDC), NAF employees will not be locked down for at least another year due to major DEERS database redesign issues. NAF personnel constitute a very small percentage of the DEERS population but is one of the most challenging due to the multiple input sources of NAF data.

Although the DD Form 1172-2 (Application for Department of Defense Common Access Card DEERS Enrollment) is still an acceptable input mechanism, the better alternative is to (whenever possible) wait for the data to be top loaded. On average, most NAF data feeds are in the system approximately two weeks after hire....shorter in some cases. When doing a manual entry via DD Form 1172-2, extreme care needs to be exercised to input correct data to preclude any problems.

Department of Defense Retired Civilians:

RAPIDS version 7.3.10 software allows the ability to retire a DoD Civilian and produce a DoD Retiree ID card. This is a new identification card that will be created on a chip less plastic cardstock is not readily available at the present time.

Although the software is currently accessible and guidance is listed in the RAPIDS 7.3.10 Features List located in the Verifying Official Information System (VOIS) under Tools/Training Resources; Site Security Managers (SSM) and Verifying Officials (VO) are not authorized to manually retire any DoD civilian record. Civilian personnel who are retiring must have the effective DEERS segment top loaded by the Civilian Personnel Office.

Future issuance and policy guidance will be provided for this precise population.

Initial Application Procedures for Incapacitated children over 21:

In order to assist sponsor with submitting the DD Form 137-5 (Dependency Statement Incapacitated Child Over age 21) to the Defense Finance and Accounting Service (DFAS); ID card facilities are required to provide sponsor with a verified DD Form *1172 (Application for Uniformed Services Identification Card DEERS* Enrollment) of his/her eligible dependants needed for the initial dependency determination application. Understanding this is lengthy processes please remind sponsor that the current approval process by DFAS may take up to 60days and that the Department of Army is not involved with this determination.

 Eligibility criteria for incapacitated children over 21 is specifically listed in Chapter 4-page 66 of the Air Force Instruction (AFI) 36-3026 (I) and initial application procedures is located in Chapter 4-page 65-66 to include Chapter 19- page 145.

Keep in mind with the current RAPIDS version 7.3 software, permanent incapacitated children of over the age of 21 are now entitled to an indefinite identification card (this category solely pertains to incapacitated dependents of retiree personnel). Sponsor is still required to re-verify eligibility every four years prior to the medical expiration date listed in DEERS by resubmitting the DD Form 137-5 (Dependency Statement Incapacitated Child Over age 21), guidance was also provided in the 2008 May/June Newsletter.

Cross-servicing for this category is not authorized

ID Card Mail- in Procedures for Eligible Applicants:

The following applicants who may not be able to report in person for the re-issuance of an ID card are those who reside a great distance from a military facility, the physically handicapped and those who are hospitalized or gravely ill. Under no circumstances are eligible patrons to be denied mail in requests; all Army locations must comply with providing this service in accordance with the Air Force Instruction AFI 36-3026 (I) policy guidance and cross servicing agreements.

Continued:

Advise applicants to provide an "8x10" or "5x7" photograph that is to be notarized on the back along with detailed physical characteristics. If the applicant is still in possession of a valid identification card, please insure that a visible photo copy (front and back) of the DD Form 1173 or DD From 2 is also mailed in; however all expired ID cards must be turned in.

For those locations that are utilizing RAPIDS version 7.3 and are required to scan in two forms of identification, please use the copy of the DD Form 1173 or DD Form 2 as the primary source of documentation and a print screen shot of the verified DEERS record as the second source of identification; reference located in the Air Force Instruction AFI 36-3026 (I); Chapter 11-page 107.

RAPCORE :

The Defense Manpower Data Center is moving forward with its current fielding schedule of upgrading all remaining site locations from the RAPIDS 6.5 software version to RAPIDS v. 7.3 by the end of 2008.

If your site is still utilizing the RAPIDS 6.5 version and you are frequently experiencing RAPCORE error messages please contact the Defense Manpower Data Center (DMDC) help desk at 1800-372-7437 for administrative access and guidance on how to download the *"RAPIDS 6.5 RAPCORE Patch Installation Instructions"* correctly. Installation patch is listed in the Verifying Official Information System (VOIS) under: Tools/Training Resources keep in mind that In order to install the file you must be a RAPIDS Site Security Manager (SSM).

There should be very little RAPCORE related issues transpiring, if large sites are still occurring difficulty with this error message please contact the RAPCORE point of contact Mr. Edward McKenna 703-578-5168.

I recommend you keep this email and all future monthly information updates as references in conjunction with information published in the Message of The Day (MOTD) on the Verifying Official Information System (VOIS) for DEERS/RAPIDS users. I hope this information is helpful to you.

MR. E.S. JACKSON
Chief, DEER/RAPIDS Project Officer
U.S. Army Human Resources Command
HRC-PDO-IP
200 Stovall Street
Alexandria, Virginia 22332 Comm.: 703-325-0202/DSN: 221-0202
Fax: 703-325-8820/221-8820